

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Clyde J. Trombetta
District Manager
Department of Industrial Relations
Division of Occupational Safety & Health
No. CA Process Safety Management
1450 Enea Circle, Suite 550
Concord, CA 94520-7996

2. Article Number

(Transfer from service label)

7009 1680 0002 3482 1447

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

[Signature]☐ Agent☐ Addressee

B. Received by (Printed Name)

[Signature]

C. Date of Delivery

2/8/10

D. Is delivery address different from item 1?

☒ Yes

If YES, enter delivery address below:

☐ No

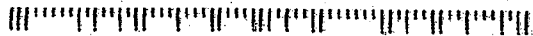
3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

Impairment letter Re: gate 31 & 91
uncontrolled vehicle traffic



• Sender: Please print your name, address, and ZIP+4 in this box •

Chevron Products Company
847 Chevron Way
Richmond, CA 94801
TC/3
Tom D. Palmer

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10



UNITED STATES POSTAL SERVICE

7000 6007 0000 089T 2000 348E 1447

U.S. Postal Service <small>TM</small>		
CERTIFIED MAIL <small>TM</small> RECEIPT		
<i>(Domestic Mail Only; No Insurance Coverage Provided)</i>		
For delivery information visit our website at www.usps.com		
OFFICIAL USE		
Postage	\$	JUL 08 2010 Postmark Here Tam DiPalma
Certified Fee		
Return Receipt Fee (Endorsement Required)		
Restricted Delivery Fee (Endorsement Required)		
Total Postage & Fees	\$	
Sent To: Mr. Clyde J. Trombetta		
District Manager		
Department of Industrial Relations		
Division of Occupational Safety & Health		
No. CA Process Safety Management		
1450 Enea Circle, Suite 550		
Concord, CA 94520-7996		

Certified Mail Provides:

- A mailing receipt
- A unique identifier for your mailpiece
- A record of delivery kept by the Postal Service for two years

Important Reminders:

- Certified Mail may ONLY be combined with First-Class Mail® or Priority Mail®
- Certified Mail is not available for any class of international mail.
- NO INSURANCE COVERAGE IS PROVIDED with Certified Mail. For valuables, please consider Insured or Registered Mail.
- For an additional fee, a *Return Receipt* may be requested to provide proof of delivery. To obtain Return Receipt service, please complete and attach a Return Receipt (PS Form 3811) to the article and add applicable postage to cover the fee. Endorse mailpiece "Return Receipt Requested". To receive a fee waiver for a duplicate return receipt, a USPS® postmark on your Certified Mail receipt is required.
- For an additional fee, delivery may be restricted to the addressee or addressee's authorized agent. Advise the clerk or mark the mailpiece with the endorsement "Restricted Delivery".
- If a postmark on the Certified Mail receipt is desired, please present the article at the post office for postmarking. If a postmark on the Certified Mail receipt is not needed, detach and affix label with postage and mail.

IMPORTANT: Save this receipt and present it when making an inquiry.

PS Form 3800, August 2006 (Reverse) PSN 7530-02-000-9047



J. Hartwig
Manager

Health, Environment &
Safety
Chevron Products Company
P. O. Box 1272
Richmond, CA 94802-0272
Tel 510 242 1400
Fax 510 242 5353
hink@chevron.com

July 8, 2010

Mr. Clyde J. Trombettas
District Manager Process Safety Management/North
Division of Occupational Safety and Health
1450 Enea Circle, Suite 550
Concord, CA 94520-7006

**COMPLAINT LETTER ALLEGING UNCONTROLLED VEHICLE TRAFFIC
AT 31 AND 91 GATES -- Reference File #3020-10 206913998-d**

Dear Mr. Trombettas:

This letter and its attachments are the Chevron Richmond Refinery's response regarding the allegations in the above referenced letter. Chevron disagrees with the allegation that vehicle traffic was not controlled based upon its investigation of the allegation as outlined below.

Please find attached photographs showing that these parking lots have lines demarcating traffic flow directions. These photographs consist of the following:

- Google Maps images of the 31 gate and 91 gate parking lots, and
- Ground-level photographs of the 31 gate and 91 gate parking lots.

With respect to these photographs, please note that (i) the demarcating lines for the 31 gate ground level photographs are unaltered and appear as they did on 6/21/2010, the date of the incident; (ii) the 91 gate photographs are unaltered and were taken on 7/1/10; and (iii) the aerial images are from Google Maps (date unknown) and show the unaltered parking lots.

The complaint also states that: "An employee was struck recently at gate 31 by a driver who could not see the victim." This appears to refer to an incident that occurred on June 21, 2010. A Personal Protective Services (PPS) employee on his way to work was observed making an immediate left turn against the painted arrow at a high rate of speed. The driver hit a PPS employee walking in the lot. According to statements by Chevron Fire Department and other personnel who immediately responded to the scene of the incident, the PPS pedestrian employee wore a fluorescent safety vest. The driver was not new to the parking lot. Accordingly, based upon the above facts, Chevron's parking lots were not uncontrolled.

Please contact Tom DiPalma at (510) 242-2233 if you have any questions.

Sincerely,

J. Hartwig

Enclosures: Aerial images, Ground level photographs

Gate 31 and 91 Pictures

Gate 31 Pictures

Gate 31 – picture #1

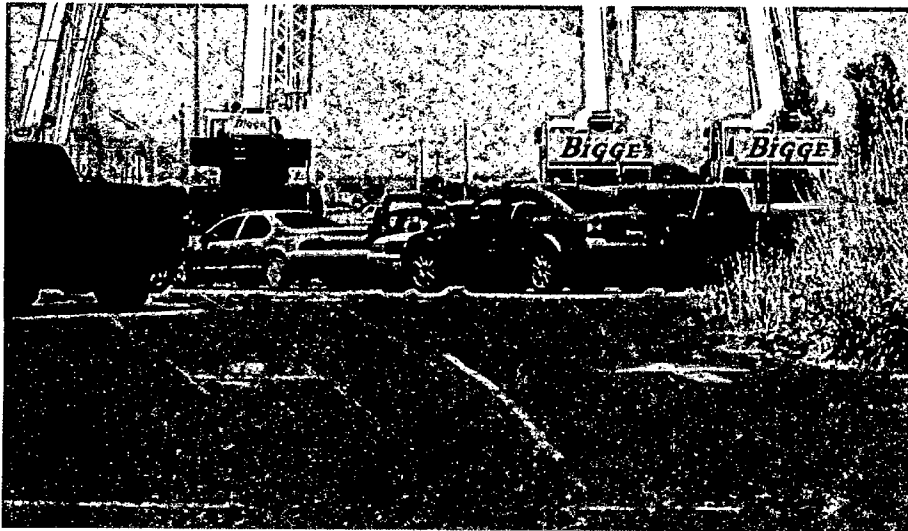


Gate 31 – picture #2



Gate 31 and 91 Pictures

Gate 31 – picture #3

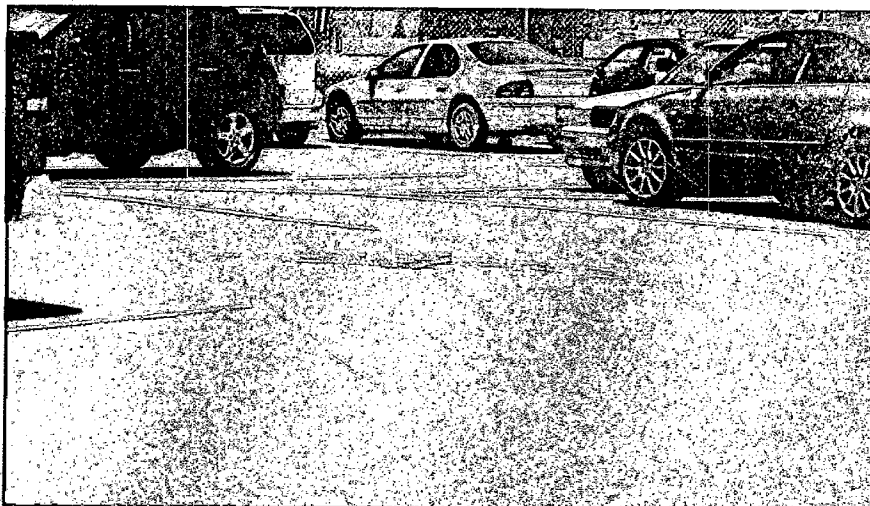


Gate 31 – picture #4

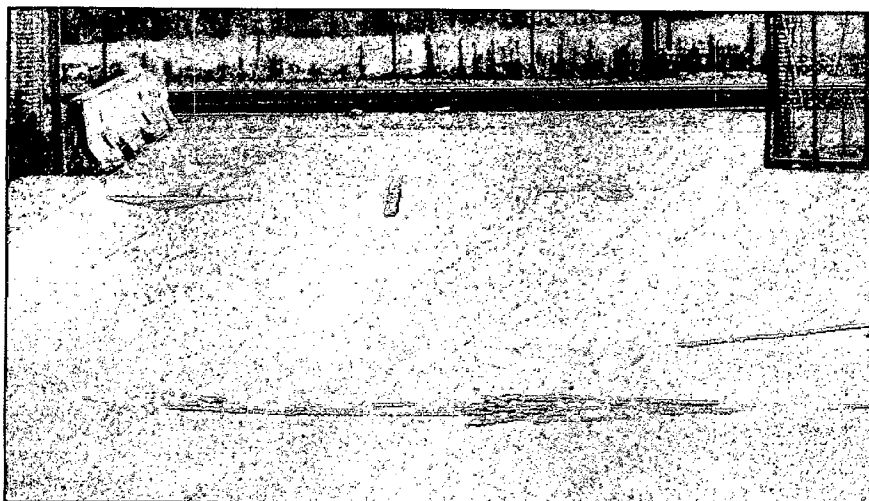


Gate 31 and 91 Pictures

Gate 31 – picture #5



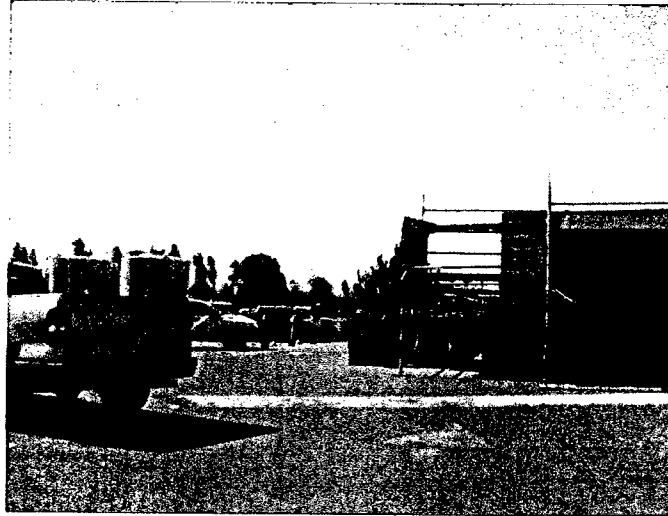
Gate 31 – picture #6 (facing out of gate 31 towards the railroad tracks)



Gate 31 and 91 Pictures

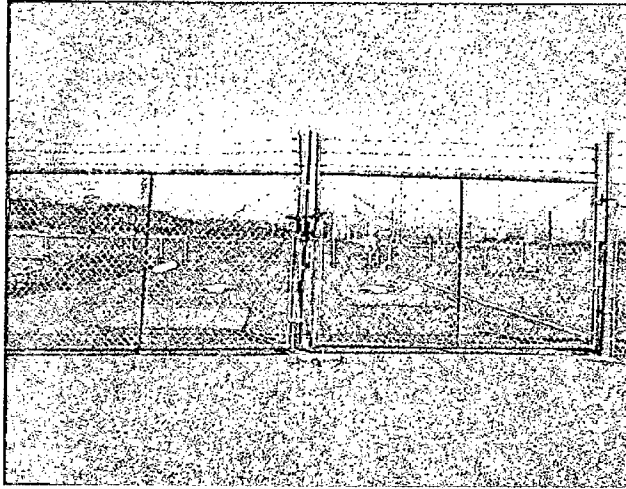
Gate 91 Pictures

Gate 91A (main lot at gate 91)

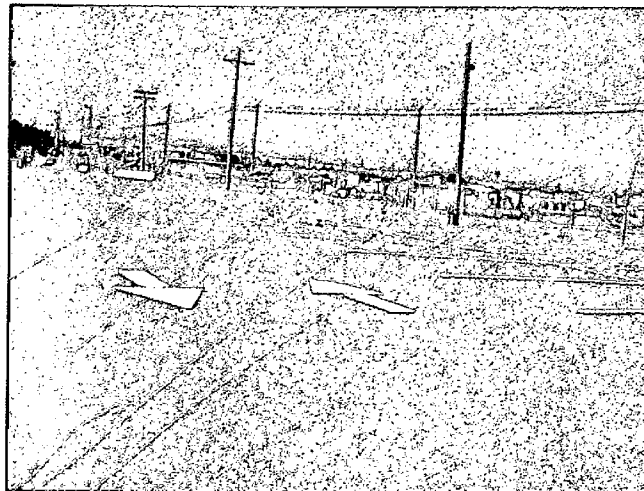
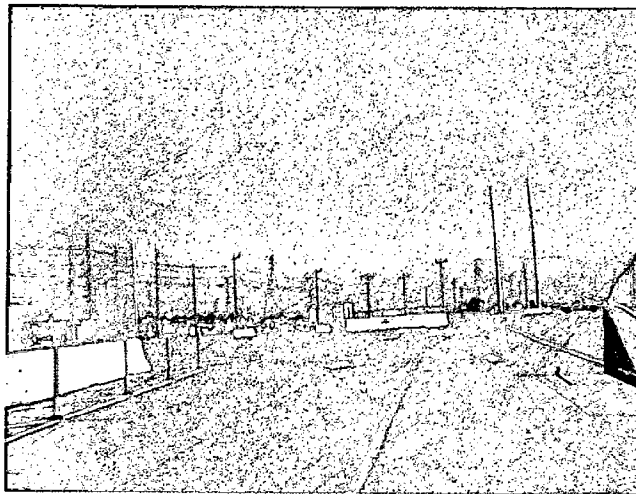


Gate 31 and 91 Pictures

Gate 91 B

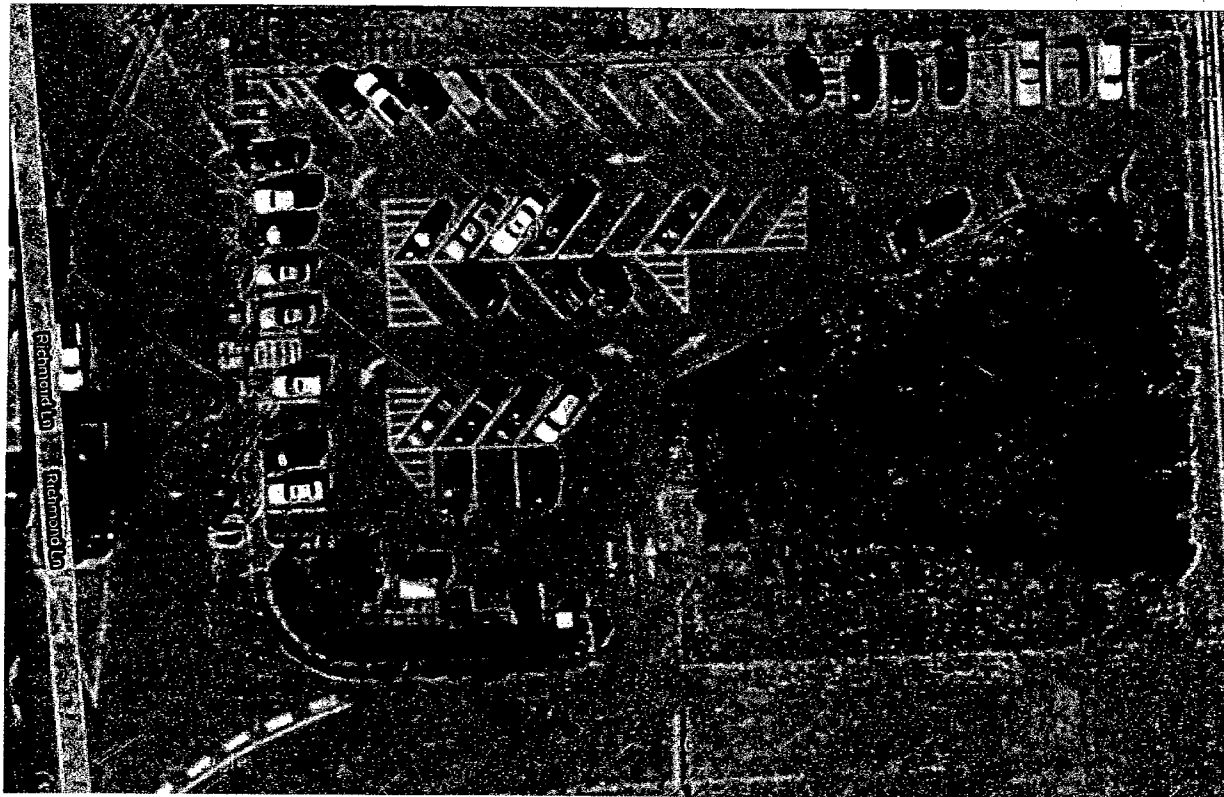


Gate 91 C



Aerial Photographs of Gate 31 and 91 Parking Lots

31 Gate Parking Lot



Aerial Photographs of Gate 31 and 91 Parking Lots

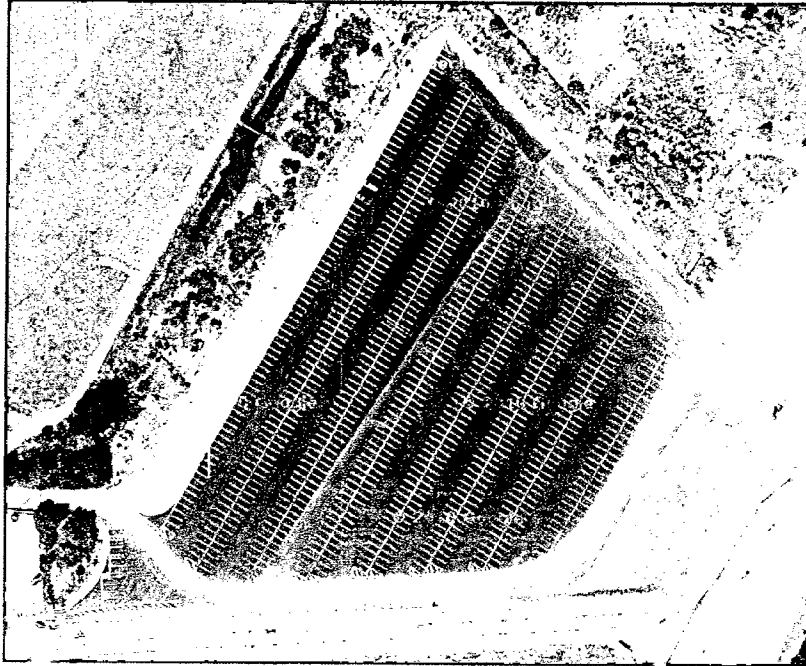
91 A Parking Lot (main parking lot at 91 gate)



There are directional arrows located throughout the parking lot (see above)

Aerial Photographs of Gate 31 and 91 Parking Lots

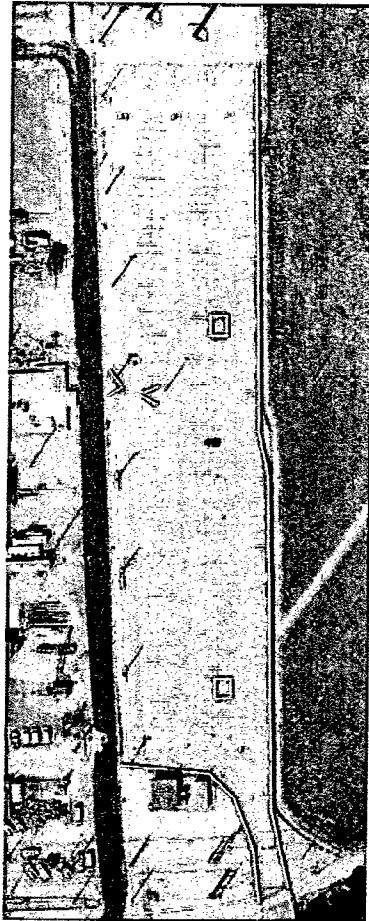
91 B Parking Lot



There are directional arrows at the entrance to indicate one-way traffic. This parking lot is used for overflow parking during major turnarounds.

Aerial Photographs of Gate 31 and 91 Parking Lots

91 C Parking Lot



There are directional arrows at the entrance to the parking lot and at the end of each row.